Improvement in the Working of Telephones

2528. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of steps taken by Government to improve the working of telephone system in the country;

(b) the details of steps taken by Government to ensure prompt and quick delivery of telegrams in the country; and

(c) the details of steps taken by Government to redress the grievances of the people about the faulty service of telephones disconnection of telephones after payments frauded of employees telephone department and late|delayed|non-delivery of telegrams?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI GIRIDHAR GOMANGO): (a) To improve the Telecom services, the following steps are being taken by the department:—

(i) Replacement of worn out electromechanical exchanges by electronic ones;

(ii) Replacement of worn out telephones instruments by new ones;

(iii) Replacement of fault prone cables;

(iv) Replacement of heavy overhead alignments by underground cables;

(v) Provision of cable ducts in large cities;

(vi) Provision of more PCOs in different parts of the country; and

(vii) Customer oriented training to the staff of the department.

(b) The following steps have been taken to ensure prompt and quick delivery of telegram;

(i) Modernisation of telegraph network by installing electronic Store-and-Forward Message Switching systems, Electronic Teleprinters, Electronic Key boards; Electronic Key Board concentrators etc.;

(ii) Providing Mopeds to Telegraph messengers for expediting delivery of telegrams in far flung areas; and

(iii) Providing financial incentives to telegraphists and telegraph messengers to give higher output than the minimum prescribed.

(c) The following steps are taken to redress grievances of the public:

(i) Customer Service Cells are being opened all over the country in Divisional and sub-divisional headquarters;

(ii) Faulty telephones, if reported are generally repaired promptly However, if due to unavoidable reasons, repair is delayed for more than 15 days, rebate in rental is given;

(iii) Disconnection of Telephones for non-payment are done only after due notice to the subscriber. If the subscriber claims that bill has been paid and provides particulars, disconnection is not done before further verification. In rare cases where the subscriber could not be contacted, if erroneous disconnection is done, restoration charges are waived; and

(iv) As regards late delivery of telegrams, refund of telegraph charges is given for delay or late delivery if the telegram has not served its purpose and also when it is found that the telegram remained undelivered. Action against defaulting official is taken if the delay or non-delivery is attributable to human failure.

Delivery of Telegrams

2529. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of telegrams delivered in the country, circle-wise during the last three years;

(b) the number of complaints received against non-delivery of telegrams during the same perod, circle-wise; and